

# What Happens to Your Complaint?

*Please keep this information sheet for your records.*

## 1. You file a complaint (online, in person, by mail) and want help from DCA.

You include all documents about your complaint (store receipts, bill of sale, warranties, contracts, cancelled checks, letters to the business, judgments, etc.). **DCA cannot process your complaint without these documents.**

## 2. DCA receives and reviews your complaint and supporting documents.

If DCA is not the correct agency to assist you, DCA returns your complaint materials and, in most cases, includes contact information for the agency that can help you.

## 3. If DCA is the correct agency to assist you, DCA docket your complaint and begins mediation. DCA gives you the docket number which you should reference during any follow-up.

During the mediation process, DCA sends a copy of your complaint to the business for written response. Then, mostly over the phone, a DCA mediator speaks with both you and the business to reach an agreement and settle the matter.

If you have not heard from DCA after 45 days, please dial 311 to check the status of your complaint. Have your docket number handy.

## 4. Complaint closed.

In some cases, if the matter cannot be settled, an Office of Administrative Trials and Hearings (OATH) Hearing Officer will hear the complaint or DCA may inform you of the option to go to court.

*Please note: DCA cannot serve as your attorney or give you legal advice. Please be aware that copies of all of your correspondence will be forwarded to the business that is the subject of your complaint, and may be provided to other governmental agencies. It is DCA's policy to remove your personal identifying information when releasing records pursuant to public records requests.*

## Industries Licensed by DCA

Amusement Arcade	Horse Drawn Cab Owner & Horse Drawn Cab Driver
Amusement Device (Permanent / Portable / Temporary)	Laundry
Auctioneer	Laundry Jobber
Auction House (Premises)	Locksmith & Locksmith Apprentice
Bingo Game Operator	Newsstand
Booting Company	Pawnbroker
Cabaret (including discos)	Pedicab Business & Pedicab Driver
Catering Establishment	Pool or Billiard Room
Cigarette Retail Dealer	Process Serving Agency & Process Server (Individual)
Commercial Lessor (Bingo/Games of Chance)	Scale Dealer/Repairer
Dealer in Products for the Disabled	Scrap Metal Processor
Debt Collection Agency	Secondhand Dealer Auto
Electronic & Home Appliance Service Dealer	Secondhand Dealer & Secondhand Dealer Firearms
Electronics Store	Sidewalk Café
Employment Agency	Sightseeing Bus & Sightseeing Guide
Games of Chance	Special Sale (Going Out of Business, Liquidation, etc.)
Gaming Café	Stoop Line Stand
Garage and Parking Lot	Storage Warehouse
General Vendor	Temporary Street Fair Vendor
General Vendor Distributor	Ticket Seller
Home Improvement Contractor	Tow Truck Driver & Tow Truck Company
Home Improvement Salesperson	Tow Truck Exemption